Appointment Standardization

What

- ✓Standardize appointment types across the Military Healthcare System (MHS)

When

- ✓APS1 start date determined by Lead Agent, RAOC and WRAMC Command
- ✓APS2 scheduled for Aug 01
- ✓TMA target for 90% compliance is 1 Oct 01

Why

- ✓DoD directed
- ✓Improve beneficiary customer service
- ✓Simplify the appointing and referral process

Appointment Standardization

MHS Approved Appointment Types

Appt Type Criteria	Description	Access
PCM	initial primary care only	30 days
SPEC	initial specialty care only	30 days
ACUT	acute or same day primary care	24 hours
ROUT	routine appointment primary care	7 days
WELL	wellness, health promotion 30 days	
PROC designated duration	procedure	provider
EST designated duration	established patient or follow up	provider
GRP designated duration	group/class	provider
TCON	telephone consult	

The ($) will be used as the last character in the

WRAMC Schedule

Appointment Standardization

Keys to Success

- **WRAMC Command Support!!!**
- **Effective communication to clinics of what 9 standard appt types are and intended manner for which they are to be utilized.**
- **All detail codes required by WRAMC on approved TMA list.**
- **Standardized use of correct detail codes.**
- **Clinic understanding of how to convert appointment types in CHCS.**
- **Clear and enforced time deadlines.**
- **Accurate tracking of compliance.**
- **Consequence for non-compliance.**

Appointment Standardization – Phase 1 (APS1)

- TMA target is 80% of all appointments booked utilizing 9 standard appt types
- Clinics convert as many appointment types as they can without changing clinical protocols.
  - Convert all Primary Care Clinics to 9 standard
  - Change all “NEW” appts to “SPEC” appts and all “FU” appts to “EST” appts
  - Utilize standard slot comments for converted appt types (they will transfer into APS2 detail codes)
  - Try to convert as many other appt types possible, leave the remaining as is

Appointment Standardization – Phase 2 (APS2)

- TMA target is 90% of all appointments booked utilizing 9 standard appt types by 1 Oct 01
- Determine training requirements for APS2
- Ensure all appt types and detail codes converted correctly to APS2
- Convert all appt types possible to one of the 9 standard appt types. Utilize the detail code to appoint right patient to right appointment.
- New detail field is searchable.

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Step 3

In clinic templates, change old appointment types to new standard appointment types, or build new templates with new standard appointment types.

Example

Old appt type	Old Slot Comment	New standard appt type	Recommended new slot comment (*searchable field*)
NEW	Prime	SPEC	??
FU	Active Duty Only	EST	??
NEW	Clinic book only	SPEC$	
CYSTO		PROC$	CYSTO
PREOP	Clinic book only	EST$	PREOP
SDA		ACUT	
CON72	Clinic book only	SPEC$	72 HR